

**Department of Family and Support Services-Workforce Services Division**  
**COUNSELING AND CASE MANAGEMENT SERVICES**  
**2021 CRF CARES Act Scope of Work**

**FUNDING OVERVIEW**

**Coronavirus Aid, Relief and Economic Security Act (CARES) Funding**

In response to COVID-19 CARES Act Funding is intended to **help communities prevent, prepare for, and respond to coronavirus.** The appropriations aim to provide assistance and supports for Chicago residents struggling from the impacts of COVID-19, which include the unemployed (and underemployed), those experiencing housing insecurity, homeowners, renters, small businesses as well as those in need of various health resources.

- The federal support from the CARES Act provides workforce development funding for services and programs to directly assist those who have been most severely impacted by the coronavirus—especially Chicago’s most vulnerable residents: the homeless, those returning home from incarceration, and English-language learners
- Per federal guidelines, all CARES Act workforce development funding must be directed to COVID-related eligible costs, which include workforce programs that provide training and supportive services to Chicago residents recovering from the pandemic's economic impact.

**SECTION A – GOALS AND OBJECTIVES**

**Program Goals**

This Scope of Services serves to provide the expectations by which the delegate agency will execute the Family Centered Coaching pilot with Coronavirus Relief Funding (CRF). The pilot will include collaborating with DFSS staff located at the six DFSS Community Service Centers to serve families accessing the centers seeking workforce services. All individuals and or families seeking assistance will need to meeting eligibility for either of the agencies grant funded workforce services programs; Community Development Block Grant (CDBG) and Community Service Block Grant (CSBG). Family Centered Coaching offers a strategic and impactful method to work with families proactively, to set goals and access a broad range of services concurrently. The Family Centered Coaching model empowers families by acknowledging they are the experts in their lives and are in the best position to know what they need, what their challenges are, where they have strengths, and what kinds of goals they need to set to move forward. The model takes the long view at what is going to help families become successful by addressing the full range of their needs and allowing family members to make decisions and take action to achieve goals. Families are matched with a Family Coach who champions their strengths and takes on the responsibility of coordinating services and resources so the family can focus on their goals.

**Target Population**

DFSS provides workforce services to individuals facing barriers to employment and are unemployed or underemployed, low-income, and have limited work skills. For purposes of this scope of work, Family Centered Coaching will focus on families accessing DFSS Community Service Centers. All persons identified to be a part of this pilot to be executed in 2021 must meet all eligibility requirements for either CSBG or CDBG workforce services programs. **Eligible participants** must be 18 years of age and older, City of Chicago residents, low to moderate income, authorized to work in the United States, and be from one the following targeted populations:

- Individuals who are homeless or at risk of homelessness
- Individuals with limited English proficiency ELL/ESL)
- Individuals with criminal justice background and or involvement

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Note- members of the household to be a part of the family action plan may range in age from birth to elderly. Providers may also provide services to additional populations with significant barriers to employment, such as Veterans and individuals with disabilities who meet all of the eligibility requirements outlined above.

**SECTION B – PERFORMANCE MEASUREMENT**

**Overview**

DFSS is committed to moving beyond measuring *how many* people receive services, to focus on whether Chicagoans are *better off* after receiving services. As part of this outcome-oriented approach, DFSS has implemented Strategic Framework that guides how the department measures, reports on, and reviews its priorities and outcome goals, and uses them to drive contracting, decision-making and greater collaboration.

The DFSS Workforce Services Division seeks to improve employment outcomes for high-need populations in Chicago. These high-need populations face increased hurdles in both securing and retaining a job and require additional supports. As a result, DFSS provides a range of workforce services, including job readiness services, career coaching, skills training, job placement assistance, and case management services through a wide network of community-based delegate agencies.

**Performance Indicators**

To track progress toward achieving our goals outlined in Section A and assess success of the Family Centered Coaching Strategy pilot, DFSS will monitor a set of performance indicators that may include, but are not limited to:

- Percentage and number of participants who participate in family centered coaching pilot from enrollment to exiting of the program
- Percentage and number of participants with multiple family members engaged in pilot
- Percentage and number of participants referred and or linked to community resources
- Percentage and number of participants referred to other DFSS programs
- Percentage and number of participants who remain in unsubsidized employment for 30,90 and 180-days.
- Percentage and number of participants who receive a base hourly pay equal to or above the Standard City Minimum Wage.

To monitor and recognize intermediate progress toward the above performance indicators, DFSS also intends to track output metrics that may include, but are not limited to:

- Number of families enrolled in program and develop a Family Action Plan
- Number of families to achieve established goals
- Number of families of a returning citizen.
- Number of families who are homeless or at risk of homelessness.
- Number of families with limited-English proficiency.
- Percentage and number of participants receiving and or referred for counseling services
- Percentage and number of participants completing Job Readiness Training.
- Percentage and number of participants earning a credential or certificate, if applicable.
- Number of employers that hired program graduates.

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### **Data Reporting**

As part of DFSS' commitment to become more outcomes-oriented, the Workforce Services Division seeks to actively and regularly collaborate with delegate agencies to enhance contract management, improve results, and adjust program delivery and policy based on learning what works. Reliable and

relevant data is necessary to ensure compliance, inform trends to be monitored, evaluate program results and performance, and drive program improvements and policy decisions. As such, DFSS reserves the right to request/collect key data and metrics from delegate agencies, including client-level demographic, performance, and service data, and set expectations for what this collaboration, including key performance objectives, will look like.

Delegate agencies are expected to collect and share data with DFSS according to the format, frequency, and submission protocol(s) specified by DFSS. Delegate agencies agree to make reasonable efforts to collect additional data related to performance as requested by DFSS.

To the extent possible, DFSS will collect performance data from the **Enterprise Case Management System (ECM version 6.0)**. Delegate Agencies are expected to utilize ECM for monitoring of participants in workforce services program from enrollment to placement and retention.

Requirements include:

- Ensuring all participants are enrolled within the ECM system within 3 business days of interaction with a participant.
- Adhering to required data standards based on program model as outlined in ECM v6.0.
- Ensuring participant personal identifiable information is kept confidential and secure.

Requested data shall include, but may not be limited to, aggregate and individual-level information on:

- Families referred for services, enrolled in services, and discharged from services.
- Activities undertaken by the delegate agency to service members of the family referred for services, and the timeliness of those activities.
- Findings of assessments completed by the delegate agency while delivering services.
- Individual and or family employment outcomes at the 30, 90 and 180-day benchmarks.
- Utilization and spending against contract award.

Where ECM data is insufficient, DFSS reserves the right to request/collect other key data and metrics from delegate agencies, including client-level demographic, performance, and service data.

### **Data Usage**

DFSS reserves the right to use data related to delegate agency performance, including but not limited to data submitted by the delegate agency for the following:

- a) To review program performance and develop strategies to improve program quality throughout the term of the contract. In the event of under-performance at the end of the first, second or third quarter (as deemed appropriate by the DFSS Program Manager/Liaison) the delegate agency

must submit a Corrective Action Plan (CAP) in writing to indicate how they will improve performance by the next quarter.

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- b) To guide DFSS program development, evaluate programs, inform policies, and inform contract decisions such as payment rates, contract extensions or renewals, and evaluation of proposals by the delegate agency in response to any future solicitations by DFSS for goods or services.
- c) Any other purposes identified by DFSS.

### **Meetings**

Delegate agencies will be required to attend quarterly meetings as they are scheduled for the fiscal year. Other meetings may take place according to a schedule to be determined by DFSS, with reasonable notice provided for delegates.

Meetings shall include at a minimum the Delegate Agency's Chief Executive Officer, or designee, DFSS Deputy Commissioner, Workforce Supervisor, and Program Coordinator(s). Each party may be represented by additional representatives as such party deems appropriate. DFSS may request the attendance of additional parties as it deems appropriate. Representatives from delegate agencies will attend all meetings as requested by the Department. Meetings may take place individually or jointly with another delegate agency's. At such meetings, the parties may discuss and review:

- a.) Program data and reports particularly related to the goals outlined in this agreement
- b.) Collaboratively design and implement operational changes to continuously improve processes and outcomes
- c.) Strategies on broader systems changes to improve service delivery and coordination between services
- d.) Best practices, and effectively address any challenges experienced by delegate agencies and the target population.

### **Training**

Delegate agencies will be required to attend trainings as they are scheduled. Trainings may take place according to a schedule to be determined by DFSS, with reasonable notice provided for delegates.

Trainings shall be attended by at a minimum the Delegate Agency's Director of Workforce Development, Supervisor, Manager and delegate agency program staff assigned working directly with job seekers. DFSS may request the attendance of additional parties as it deems appropriate. Representatives from delegate agencies will attend all trainings as requested by the Department. Training may occur through various platforms, one on one, in group settings, and with another delegate agency's.

## **SECTION C – CORE ELEMENTS**

### **Program Requirements**

Key elements for service delivery and most important to achieving the desired outcomes should include, but are not limited to:

- Outreach and Recruitment community outreach recruitment strategy customized to effectively reach the priority population, and a referral process

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- Program Orientation include eligibility requirements, provide an overview of the program and expectations, completion of an intake assessment
- Comprehensive Assessment and Case Planning a nationally recognized barrier and/or needs assessment, and a career assessment must be completed with all enrolled participants i.e. BESl, academic assessments such as Test of Adult Basic Education (T.A.B.E)-for programs that require an assessment of basic skill levels. Development of a Family Action Plan and or a Individualized Employment Plan (IEP) is required for all enrolled participants.
- Case Management/Coaching providing advocacy, career coaching, linkages to DFSS programs, community resources mentoring, assisting with and or referral for supportive services, and more.
- Contacts Families and or participant should be contacted every 15-30 days. Program staff should secure a main and alternate contact numbers. All enrolled participants are required to have a professional email address on file and entered within data systems.
- Life Skills and Job Readiness Training such as Basic Computer Skills, Building an online presence and or social network, Effective Communication, Financial Literacy, SMART Goals, Master Application, Mock Interviewing, Resume Development, Workplace Ethics & Behavior, Workplace Attire. Each successful participant is required to have a completed resume on file.
- Basic Skills Training; English-as-a-Second Language (ELL/ESL) classes and literacy instruction, referrals to adult learning programs, and more
- Supportive Services- family centered coaching, financial coaching, one on one and or group counseling, transportation assistance, work related items, vital records, referrals for legal assistance, personal protective equipment (PPE).
- Placement Services conduct outreach to engage employers within in demand industries or sectors willing to collaborate to provide enrolled participants with training and or full-time employment opportunities upon completion of the program. Collaborate on a plan to implement and address specific industry/occupation workforce needs, and identification of other resources that would benefit businesses such as assistance in applying for tax credits.
- Follow-up and Retention Services continuance in providing ongoing case management and or coaching to include; contacting every 15-30 days, and follow-up activities to ensure retention and career advancement
- Participant feedback to include a survey tool that will allow program participants to provide feedback quarterly on service delivery, program staff, work experience, etc.

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**PROGRAM MONITORING:**

The City, DFSS and or Funder may monitor all compliance and quality of services. This includes:

- Achievement of objectives in accordance with proposal and the contract
- Integrity of administrative systems and eligibility determination
- Quality of service evaluation through observation and informal interviews

These monitoring activities may take the form of administrative and programmatic record reviews, virtually, interviews of staff and/or participants, and general observations of the facilities, operations, and training activities. Participants not adequately documented as eligible will not count towards your outcome measures and may result in disallowed costs. Participant files must contain the following:

- Photo ID (may not be expired at time of enrollment)
- Documentation of authorization to work in the U.S. (Social Security and or a form from I-9 list)
- Proof of residency in City of Chicago
- Income Verification and Income calculation completed for eligibility determination
- Selective Service (Required for males 18 years of age and over)
- A copy of the participant's enrollment form
- Release of Information (signed and dated by program participant and agency staff)
- Follow up Agreement (signed and dated by program participant and agency staff)
- Assessments completed with individual to determine needs and or career path choices
- Individual Employment Plan (IEP) signed and dated by program staff and participant
- Documentation of support services provided to eligible participant
- Record of attendance and documentation of activities where appropriate (workshop or activity attendance record, etc.)
- Resume and job search records
- Completed case and or progress notes, and other documents requested by the City, DFSS, stakeholders, grant fund and or program model

**SECTION D – PAYMENT STRUCTURE**

**Method of Payment**

Under this Coronavirus Relief Fund contract, agencies/contractors shall request reimbursement for services performed by submitting monthly vouchers using the City's web-based eProcurement system. All new and existing delegate agencies are required to register under the iSupplier portal at:

[www.cityofchicago.org/eProcurement](http://www.cityofchicago.org/eProcurement)

Vouchers must be submitted to the contracted agencies liaison 5 business days prior to the 15<sup>th</sup> calendar day of the month in which services were performed. All vouchers must include the required support documents to receive compensation. Contracted delegates may only submit vouchers a month at a time. Vouchers submitted after the monthly deadline will result in a delayed payment

**SECTION E – PROGRAM AND DELEGATE INFORMATION**

*Please complete the following program and agency information. Also, complete and sign/date the CHART (Page 9) that indicates delegate agency quarterly projections, program activities and program deliverables for the 2020 program year.*

Agency Name: \_\_\_\_\_  
PO#: \_\_\_\_\_

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**Program Overview**

Program Model: Counseling and Case Management  
Program Name: Family Centered Coaching  
Grant Amount: \$ \_\_\_\_\_  
Contract Term: January 1, 2021 through December 31, 2022  
Budget Term: January 1, 2021 through December 31, 2021

**Delegate Agency Contact Information**

Agency Address: \_\_\_\_\_  
\_\_\_\_\_  
*City State Zip Code:*

CEO/ED, Name: \_\_\_\_\_  
Executive Director Phone: (\_\_\_\_) \_\_\_\_\_ Email: \_\_\_\_\_

Fiscal Contact Name: \_\_\_\_\_  
Fiscal Contact Phone: (\_\_\_\_) \_\_\_\_\_ Email: \_\_\_\_\_

Program Staff Name: \_\_\_\_\_  
Program Staff Title: \_\_\_\_\_  
Program Staff Phone: (\_\_\_\_) \_\_\_\_\_ Email: \_\_\_\_\_

Administration Office Hours: \_\_\_\_\_ AM to \_\_\_\_\_ PM Days of the week: \_\_\_\_\_

**Facility/Site Information**

List name of facility(ies) and address(es) where services are provided. Also include amount of contract allocated per site and estimated number of clients to be served at each site.

Indicate Program Service Area:

- ☐ This program will provide services citywide to all eligible individuals and or  
☐ This program will primarily serve the following Ward(s), Community Area(s) Ward(s):  
\_\_\_\_\_

Facility/Site Name	Address	Days of Operation	Hours of Operation	Estimated Amount of Contract allocated for this site	Estimated # of Clients to be served at this site
ABC Community Center	1234 W Main St.	M-F	9:00 - 5:00	\$50,000	25

Agency Name: \_\_\_\_\_  
PO#: \_\_\_\_\_

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In what Ward(s), Community Area(s) are facility/sites providing services?

Ward(s): \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_

Community Area(s): \_\_\_\_\_  
\_\_\_\_\_

Census Tract(s): \_\_\_\_\_

What are the approximate boundaries of the area from which your clients are drawn? Specify by street name.

North: \_\_\_\_\_

South: \_\_\_\_\_

East: \_\_\_\_\_

West: \_\_\_\_\_



Agency Name: \_\_\_\_\_  
PO#: \_\_\_\_\_

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**2021 Implementation Plan**

*Provide a brief narrative about the services to be offered families enrolled in the Family Centered Coaching pilot, target population problems addressed, and anticipated outcomes. Ensure that your Scope/Work Program incorporates the previously discussed elements of Sections A, B and C. If relevant, describe coordination with other sources/partners. This section is expected to describe the program/services at full operational capacity.*

DRAFT

Agency Name: \_\_\_\_\_  
 PO#: \_\_\_\_\_

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**Planned Performance Metrics**

(1) Program Activities: Describe the activities that will accomplish program deliverables	(2) Program Deliverables: State what quantifiable units will be used to measure the progress of the proposed program. Example: # of workshops to be held	(3) Planned Output by Quarter and end of year total: Provide the projected quantifiable units for each program deliverable for each quarter. Note 90% of enrollments should be completed by end of 2 <sup>nd</sup> quarter (June 30 <sup>th</sup> )					(4) Performance Measures
		1st	2nd	3rd	4th	Total	
Outreach and Recruitment							# of clients recruited for program
Enrollment							# of clients enrolled in program
Placement							# of clients placed in jobs
Retention 30-Days							# of clients that reached 30 days of employment
Retention 90-Days							# of clients that reached 90 days of employment
Retention 180-Days							# of clients that reached 180 days of employment
Target Population							Total # per priority population
Supportive Services							# of clients to receive supportive services at \$350 per person

Agency Name: \_\_\_\_\_  
PO#: \_\_\_\_\_

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**SECTION F – SUBMITTAL AND APPROVAL**

**ACKNOWLEDGEMENT**

- ☐ By checking this box your agency certifies that it has read and understands Sections A, B, C, and D of this document.

**Please sign and date in the designated box**

a) Agency Representative signature <i>(Original must be signed in blue ink)</i>	
b) Name (typed)	
c) Date submitted	
d) DFSS Staff signature	
e) Name (typed)	
f) Date approved	

**Source Documents**

Provided below are hyperlinks to read and understand funding source rules and regulations:

**U.S. Department of Housing and Urban Development (HUD)-**<https://www.hudexchange.info/>

**Note-**DFSS Workforce Services contracted agencies are responsible for visiting the HUD website <https://www.huduser.gov/portal/datasets/il.html> to verify HUD income guidelines

**CDBG Eligible and Ineligible Activities:** (570.201-eligible activities; 570.207- ineligible activities)  
<http://www.ecfr.gov/cgi-bin/text-idx?SID=7db635ac5b5e89240f57194fa0125f1f&mc=true&node=pt24.3.570&rqn=div5>